

The headings, which appear in this manual, have been inserted for the purpose of convenience only and easy referencing. They are not intended to be a complete breakdown of an employee's responsibilities, employment limits, or guidelines for every emergency situation and/or scenario, which may occur. The employees must recognize that they may be called on to use their maturity and judgment in situations not mentioned or fully addressed.



Emergency Rescue Manual

Ron McCutcheon Park/Crystal Lake 2016

General Information

1. The Aquatic Director of Recreation and Community Services is responsible for making arrangements for access to an emergency phone. The Facility Manager is responsible for notifying the Aquatic Director if a problem occurs regarding access and use of the emergency phone.
2. Only those Swim Program Staff who have the required current American Red Cross certifications are to perform any type of First Aid.
3. First Aid kits will be issued to each Facility. All trained staff shall monitor and keep available sufficient first aid supplies. Requests for additional supplies should be made to the Aquatic Director or Recreation Supervisor.
4. The Aquatic Director will file all accident reports and forward reports of serious accidents (where there may be potential litigation against the City of Middletown) to the Director of Recreation and Community Services.
5. First Aid and Rescue reports are filled out for any and all types of rescues, emergencies, or first aid treatment.
6. The Facility Manager is responsible for instructing his/her staff in the following procedures regarding emergencies and for taking charge of all emergencies.

911 CALL INFORMATION/DIRECTIONS

This information is to be posted next to the Emergency Telephone.

Emergency Calling Information:

- **Dial 911 - Police Emergency Line**
- **Request an ambulance, paramedics and Police/Fire personnel**
- **The call will be transferred to the appropriate line**
- **Give exact location of emergency (McCutcheon Park/Crystal Lake)**
- **Description of what happened and status of victim**
- **Age and description of victim**
- **Give your name, job title and work location**
- **Have someone meet emergency services and help direct them to victim**
- **Do not hang up until the Dispatcher tells you to hang up**

Directions to Lake Facility (from Middlesex Hospital)

- Route 9 Southbound
- Exit 11 Randolph Road
- Go left at end of exit onto Randolph Road
- 8/10 mile to send light, left onto Millbrook Road
- Continue 1.4 miles past Daniel's Dairy Farm on left, turn right (R) onto Livingston Road.
- 2/10 mile up Livingston Road, take right into Park Entrance.

The main driveway will bring you to the Gate Attendant and General Public Bathhouse where the Lifeguard Office is located. The building at the far end of the parking lot is the Crystal Lake Recreation Program Building.

Description of Ron McCutcheon Park and Crystal Lake

Lifeguard staff and emergency equipment access in Guard office. Additional equipment located in camp building Monday – Friday. On weekends see lifeguard for access.

Waterfront:

Public swimming facility in fresh water bottom and in roped in area.

Areas outside ropes are a combination of sand and deep mud

Maximum depth of swimming area is approximately 5 ½ feet

Special Equipment:

Backboard with head immobilizer and straps, ambu bags, first aid kit (gloves/mask), fins mask, snorkel, rescue board, two kayaks, canoe and rowboat are located in Guard Office garage.

Recreation Program:

Facility is utilized by the Recreation Program Staff and participants Monday through Friday. Various activities are organized to encompass the entire facility including the waterfront.

Additional Facilities Include:

Various picnic areas, State boat launch, passive recreation, baseball/softball fields, soccer fields, volleyball court and pavilion.

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| COMMUNICATION SIGNALS |
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WHISTLE SIGNALS

*1 SHORT WHISTLE—gets patrons’/ swimmers’ attention

*1 LONG WHISTLE—buddy check

AIR HORN SIGNALS

1 LONG BLAST indicates a problem, “Clear the Water,” guard is leaving chair and starting rescue

P.A. SYSTEM

Used to clear water and advise public of what to do or if the procedure is a drill.

HAND SIGNALS

Whistle and point with hand, giving directions

Holding rescue tube overhead horizontally guard needs help.

EMERGENCY RESCUES

WATER RESCUE

1. Guard detects or is told of emergency.
2. Guard signals emergency...**1 LONG BLAST OF HORN.** Guard begins rescue with a rescue tube.
3. Guard to the **left of rescuer or floating guard** assists rescuer or covers rescuer's area.
4. Facility Manager verifies type of emergency.
5. Facility Manager or Designee:
 - Gives "Clear the Water" signal ... **Announcement over the PA system.**
 - Designee brings first aid kit and loaded backboard with rescue equipment to rescuer.
6. Facility Manager or designee dials 911
7. Facility Manager or designee informs Gate Attendant of the situation.
8. Facility Manager or designee greets emergency services to direct them to the victim.
9. All other guards clear water, keep crowds back, secure accident area, continue to monitor closure of lake and wait for further instructions.
10. Once rescue is made the victim is brought to shallow water and the Red Cross approved removal technique is used.
11. Guard makes victim assessment, identification, and administers Red Cross approved treatment to the victim.
12. Facility Manager coordinates and advises rescue personnel of situation and briefs on victim's status.
13. The Facility Manager tries to identify the victim and friends/relatives who may be present.
 - Keep these people out of the way, but available to answer questions for rescue personnel and or police.
 - The Facility Manager initiates contact with victim's family after completion of the assessment and advises them of the situation without causing undue alarm or discussion to specifics.
 - If contacted by phone, direct family to proceed to hospital immediately **NOT** to the lake. (The hospital personnel will need specific information from family).
14. The Facility Manager notifies the Aquatic Director and/or Director of Recreation and Community Services (by phone) of emergency within 15-30 minutes.
15. Victim is transported or is not transported to hospital.
16. The Facility Manager must submit a report and collect reports from all personnel and/or witnesses stating where they were at the time of accident, what actions they took, and what they witnessed.
 - **The accident/staff reports must be submitted to the Aquatic Director the same day the accident happened.**
17. Equipment checked/re-supplied. Any damaged/missing equipment is replaced. Equipment is then put in its proper place.
18. Corrective action is taken. Any situation that contributed to the incident is corrected before facility is reopened.
19. **Staff debriefing of the situation.**

CPR WATER RESCUE

1. Guard detects or is told of emergency.
2. Guard signals emergency...**1 LONG BLAST OF HORN.**
3. Guard to the **left of rescuer or floating guard** assists rescuer or covers rescuer's area.
4. Facility Manager verifies emergency.
5. Facility Manager or designee:
 - Gives clear water signal- **ANNOUNCEMENT ON PA SYSTEM.**
 - Designee brings first aid kit and loaded backboard with rescue equipment to rescuer.
6. Facility Manager or designee dials 911.
7. Facility Manager or designee informs Gate Attendant of situation.
8. Facility Manager or designee greets emergency services to direct them to the victim.
9. All other guards clear water, keep crowds back, secure accident area, continue to monitor closure of lake and wait for further instructions.
10. Once rescue is made the victim is brought to shallow water and is removed from water by Red Cross approved removal technique.
11. Guard makes victim assessment, identification, and administers the Red Cross approved treatment to victim.

ONCE CARDIAC ARREST IS DETERMINED:

1. Rescuers commence removal from water, put on appropriate personal protection equipment and commence CPR as per American Red Cross guidelines.
2. The Facility Manager tries to identify the victim and friends/relatives who may be present.
 - Keep these people out of the way, but available to answer questions for rescue personnel and/or police.
 - The Facility Manager initiates contact with the victim's family after completion of the assessment and advises them of the situation without causing undue alarm or discussion as to specifics.
 - If contacted by phone, direct family to proceed immediately to the hospital **NOT** to the lake (the hospital personnel will need specific information).
3. The Facility Manager notifies the Aquatic Director and/or Director of Recreation and Community Services by phone or beeper of emergency within 15-30 minutes.
4. Victim is transported to the hospital.
5. The Facility Manager must submit a report and collect reports from all personnel and/or witnesses stating where they were at the time of the accident, what actions they took, and what they witnessed.
 - **The accident/staff reports must be submitted to the Aquatic Director the same day the accident happened.**
6. Equipment checked/re-supplied. Any damaged/missing equipment is replaced. Equipment is then put in its proper place.
7. Corrective action is taken. Any situation that contributed to the incident is corrected before facility is reopened.
8. **Staff debriefing of the situation.**

MISSING PERSON RESCUE

1. Guard detects a missing person or is told of a missing person.
2. Guard signals problem **1 LONG BLAST OF HORN.**
3. Facility Manager verifies emergency and gives "Clear the Water" signal...
ANNOUNCEMENT MADE ON PA SYSTEM for lake to clear.
4. **If the victim still is not found in lake or lake facilities,** Facility Manager or designee:
 - Gathers important information: age, sex, height, weight, area last seen, clothing etc.
 - Facility Manager or Designee makes 1 announcement, "John Doe, please report to the Guard Office".
 - **If no response, Dial 911 IMMEDIATELY.**
 - Assign someone to greet the emergency personnel at the entrance.
5. After the water has been cleared and **the victim is found in the lake using Red Cross Procedures:**
 - Nearest guard starts rescue.
 - Guard to the left of the rescuer or floater assists rescuer.
 - Designee brings first aid kit and loaded backboard with rescue equipment to rescuer.
 - **Facility Manager of Designee dials 911**
 - All other guards clear water, keep crowds back, secure accident area, continue to monitor closure of lake and wait for further instruction.

Once the Rescue is made:

- Victim is brought to shallow water and is removed from water by Red Cross approved removal technique.
- Guard makes victim assessment, identification, and friends/relatives who may be present.
- Facility Manager coordinates and advises rescue personnel of situation and briefs on victim's status.
- The Facility Manager tries to identify the victim and friends/relatives who may be present.
- Keep these people out of the way, but available to answer questions for rescue personnel and/or police.
- The Facility Manager initiates contact with the victim's family after completion of the assessment and advises them of the situation without causing undue alarm or discussion as to specifics.
- If contacted by phone, direct family to proceed immediately to the hospital **NOT** to the lake; the hospital personnel will need specific information from them.
- The Facility Manager notifies the Aquatic Director and/or Director of Recreation and Community Services (by phone or beeper) of emergency (within 15-30 minutes).
- Victim is transported to the hospital.
- The Facility Manager must submit a report and collect reports from all personnel and/or witnesses stating where they were at the time of the accident, what actions they took and what they witnessed.
- **The accident/staff reports must be submitted to the Aquatic Director the same day of the accident.**

If the victim is not found in the lake, the Facility Manager directs guards to search all rooms of the facility while the lake is still cleared.

If the victim still is not found in lake or lake facilities:

1. Facility Manager or designee:
 - Gathers important information: age, sex, height, weight, area last seen, clothing etc.
 - Facility Manager or Designee makes 1 Announcement, "***John Doe***, please report to the Guard Office. **If no response DIAL 911 IMMEDIATELY.**
 - Give your name, address and telephone number, explain problem, give description of missing person and what is being done to find them.
 - Guards do not leave the facility or beachfront to search for the missing person. The Police will form a search party.

If the victim is found and is not in the lake:

1. Facility Manager or Designee dials 911 and advises them of the situation.
2. Facility Manager or Designee informs Gate Attendant of situation.
3. All other guards clear water; keep crowds back secure accident area, continue to monitor closure of lake and wait for further instructions.
4. Guard makes victim assessment, identification, and administers Red Cross in the approved treatment.
5. Facility Manager coordinates and advises rescue personnel of situation and briefs on victim's status.
6. The Facility Manager tries to identify the victim and friends/relatives who may be present.
 - Keep people out of the way but available to answer questions for rescue personnel and/or police.
 - The Facility Manager initiates contact with the victim's family after completion of the assessment and advises them of the situation without causing undue alarm or discussion as to specifics.
 - If contacted by phone, direct family to proceed immediately to the hospital, **NOT** to the lake. They will be needed by medical personnel at the hospital.
7. The Facility Manager notifies the Aquatic Director and/or Director of Recreation and Community Services by phone or beeper of emergency within 15-30 minutes.
8. Victim is transported or is not transported to the hospital.
9. The Facility Manager must submit a report and collect reports from all personnel and/or witnesses stating where they were at the time of the accident, what actions they took, and what they witnessed.
 - **The accident/staff reports must be submitted to the Aquatic Director the same day the accident happened. Facility Manager fills out the Facility Manager Reference Form.**
10. Equipment checked/re-supplied. Any damaged/missing equipment is replaced. Equipment is then put in its proper place.
11. Corrective action is taken. Any situation that contributed to the incident is corrected before facility is reopened.
12. **Staff debriefing of the situation.**

EMERGENCY AT PENINSULA/BOAT LAUNCH AREAS

When Peninsula/Boat Launch area checks are performed, guards should take with them rescue tube, walkie-talkie or cell phone, air horn, the YELLOW bag which contains gloves, CPR supplies, and First Aid supplies.

1. Guard detects and/or is told of emergency
2. Guard signals emergency **1 LONG blast of Air Horn (5 seconds)** and uses portable radio or cell phone to advise Facility Manager of emergency.
3. Facility Manager verifies emergency and gets specific information
 - Location of victim
 - Best access for Emergency Vehicles
 - Extent of injuries
 - Rescue services that will be needed
 - Treatment that is being given at this time

UNDER NO CIRCUMSTANCES SHOULD A LIFEGUARD PERFORM A WATER RESCUE WITHOUT BACKUP ON THE SCENE AND NOTIFICATION OF SUPERVISOR!

4. Facility Manager or Designee calls 911 giving all pertinent information.
5. Designee brings rescue equipment loaded backboard, first aid equipment, and cellular phone to scene either by vehicle or by foot.
6. Gate Attendant and floating lifeguard directs emergency personnel and vehicles to scene:
 - Peninsula:** Emergency Vehicle uses northwest gate at end of parking lot behind camp building. Vehicles are to follow dirt road to end of land to reach peninsula.
 - Boat Launch:** Emergency Vehicle enters main gate and continues straight down road to launch area.
7. All other guards keep crowds back, continue to guard closed swim areas, and secure the accident scene.
8. Once rescue is made, victim is removed from the water with Red Cross approved removal technique.
9. Guard makes assessment and administers Red Cross approved treatment to victim.
10. Facility Manager coordinates and advises rescue personnel of situation and briefs on victim's status.
11. The Facility Manager tries to identify the victim and friends/relatives who may be present.
 - Keep these people out of the way but available to answer questions for rescue personnel and/or police.
 - The Facility Manager initiates contact with the victim's family after completion of the assessment and advises them of the situation without causing undue alarm or discussion as to specifics.
 - If contacted by phone, direct family to proceed immediately to the hospital, **NOT** to the lake. They will be needed by medical personnel at the hospital.
12. The Facility Manager notifies the Aquatic Director and/or Director of Recreation and Community Services by phone of emergency within 15-30 minutes.
13. Victim is transported or is not transported to hospital
14. The Facility Manager must submit a report and collect reports from all personnel and/or witnesses stating where they were at the time of the accident, what actions they took and what they witnessed.
 - **The accident/staff reports must be submitted to the Aquatic Director the same day the accident happened.**
15. Equipment checked/re-supplied. Any damaged/missing equipment is replaced. Equipment is then put in its proper place.

16. Corrective action is taken. Any situation that contributed to the incident is corrected before facility is reopened.
17. **Staff debriefing of the situation.**

MISSING RECREATION PROGRAM PARTICIPANT AT CRYSTAL LAKE

1. Guard detects a missing person or is told of a missing person
2. Guard signals for a buddy check **1 LONG BLAST ON WHISTLE**
3. Facility Manager and Program Director are notified and they verify emergency. Clear water signal is given **1 LONG BLAS ON HORN** and **ANNOUNCEMENT ON PA SYSTEM** to clear the lake and for the missing person to report to the Recreation Building. All Recreation Program participants are removed from the water and placed in the recreation building until released by the Program Director or Designee.
4. A lifeguard and counselor are dispatched to the peninsula for a peninsula check.
5. After water has been cleared and **victim is found in water:**
 - If on the peninsula, the counselor blows air horn and radios Facility Manager for assistance, the lifeguard starts the rescue.
 - Nearest guard starts rescue with rescue tube.
 - Guard to the left of rescuer or floater assists rescuer or covers rescuer's area
 - Designee brings first aid kit and loaded backboard with rescue equipment to rescuer.
6. Facility Manager or Designee dials 911.
7. Someone helps direct emergency personnel to the victim.
8. All other guards clear water, keep crowds back, secure area, continue to monitor closure of swim area and wait for further instructions.
9. **Once the rescue is made:** Victim is brought to shallow water and is removed from water by Red Cross approved removal technique.
 - Guard makes victim assessment, identification, and administers Red Cross approved treatment to victim.
10. Facility Manager coordinates and advises rescue personnel of situation and briefs on victim's status. Program Director will attempt to make medical information available from participant application, for the emergency personnel.
11. Program Director initiates contact with the victim's family after completion of the assessment of the victim and advises them of situation without causing undo alarm or discussion as the specifics.
 - If contacted by phone, direct family to proceed immediately to the hospital, **NOT** to the lake. They will be needed by medical personnel at the hospital.
12. The Facility Manager notifies the Aquatic Director. The Program Director notifies the Recreation Supervisor/or Director of Recreation and Community Services by phone or beeper or emergency within 15-30 minutes.
13. After victim is transported to a medial facility, the Facility Manger and program Director must submit separate reports and collect reports from all personnel and/or witnesses stating where they were at the time of the accident, what actions they took, and what they witnessed.
 - **The accident/staff reports must be submitted to the Aquatic Director and Recreation Supervisor the same day the emergency/accident happened.**
13. Equipment checked/re-supplied. Any damaged/missing equipment is replaced, equipment is then put in its proper place
14. Corrective action is taken. Any situation that contributed to the incident is corrected before facility is reopened.
15. **Staff debriefing of the situation.**

If victim is still NOT found in lake or lake facilities:

- Facility Manager or Designee gathers information on name, age, sex, height, area last seen, clothing, etc.
- Facility Manager or Designee makes repeated announcements, "John Doe please report to Recreation Building."
- **After 1 announcement missing person is not found, DIAL 911**
- Give your name, address and telephone number
- Explain problem; give description of missing person, and what is being done to find him.
- **Stay on the line as the dispatcher transfers your call to the appropriate agency.**
- Assign someone to greet emergency services at the entrance.
- The Program Director should have the child's application ready for Rescue Personnel.
- The Program Director will determine which Program Staff are responsible for looking after the remaining children and which Program Staff will help search.
- The appropriate Recreation Supervisor should be contacted immediately.

If the victim is found and is not in the lake:

- Facility Manager or Designee DIALS 911 again and advises them that the participant has been found. **Do not cancel EMS response.**
- Facility Manager assigns designee to wait for rescue personnel and take them to emergency scene.
- All other guards clear water, keep crowds back, secure accident area, continue to monitor closure of swim area and wait for further instructions.
- Guard makes victim assessment, identification, administers Red Cross approved treatment.
- Facility Manager coordinates and advises rescue personnel of situation and briefs on victim's status.
- The program Director tries to identify the victim for rescue personnel and/or police.
- Program Director gives all pertinent medical information to rescue personnel.
- Program Director initiates contact with the victim's family after completion of the assessment and advises them of the situation without causing undue alarm or discussion as to specifics.
- If contacted by phone, direct family to proceed immediately to the hospital **NOT** to the lake. They will be needed by medical personnel at the hospital.
- The Facility Manager notifies the Aquatic Director; The Program Director notifies the Recreation Supervisor and/or Director of Recreation and Community Services by phone of emergency within 15-30 minutes.
- The victim is transported or is not transported to the hospital.
- The Facility Manager must submit a report and collect reports from all personnel and/or witness stating where they were at the time of the accident what actions they took, and what they witnessed.
- **The accident/staff reports must be submitted to the Aquatic Director and Recreation Supervisor the same day the accident happened.**
- Equipment checked/re-supplied. Any damaged/missing equipment is replaced. Equipment is then put in its proper place.
- Corrective action is taken. Any situation that contributed to the incident is corrected before facility is reopened.
- **Staff debriefing of the situation.**

WATER RESCUE DURING RECREATION PROGRAM SWIM

If emergency is detected by Guard:

1. Guard signals emergency with **1 LONG BLAST** of the air horn for **5 seconds**.
2. Facility Manager verifies emergency and gives clear water signal and **makes clear water announcement on PA System**.
3. Nearest Guard makes rescue with rescue tube.
4. Guard to the left or floating guard assists rescuer or covers rescuers area.
5. Designated staff member brings first aid kit and loaded backboard with rescue equipment to rescuer.
6. Program Director will assign staff to immediately remove participants from lake area and take them to Recreation Building for a head count.
7. **Facility Manager or Designee DIALS 911**
8. Facility Manager assigns designee to meet Rescue Personnel and direct them to scene.
9. All other guards clear water, keep crowds back, secure accident area, continue to monitor closure of lake and wait for further instructions.
10. **Once Rescue is made:** victim is brought to shallow water and is removed from water by Red Cross approved removal techniques.
11. Guard makes assessment and administers Red Cross approved treatment; Program Director assists in identification of participant and collects medical information from participant's application.
12. Facility Manager coordinates and advises rescue personnel or situation and gives a briefing on victim's status, along with any medical information from application.
13. Program Director verifies identification of victim.
 - Contacts family and will advise them of the situation, without causing undue alarm or discussion as to specifics.
 - If family is contacted by phone, direct family to go immediately to the hospital **NOT** to the lake. They will be needed by medical personnel at the hospital.
14. The Facility Manager will notify the Aquatic Director, the Program Director will contact the Recreation Supervisor by phone or beeper within 15-30 minutes.
15. Victim is transported or not transported to the hospital.
16. The Facility Manager and Program Director must submit a report and collect reports from all personnel and or witnesses stating where they were at the time of the accident and what actions they took and what they witnessed.
17. **Accident/staff reports must be submitted to the Aquatic Director and Recreation Supervisor the day of the incident.**
18. Equipment checked/re-supplied. Any damaged/missing equipment is replaced. Equipment is then put in its proper place.
19. Corrective action is taken. Any situation that contributed to the incident is corrected before facility is reopened.
20. **Staff debriefing of the situation.**



CITY OF MIDDLETOWN OCCUPATIONAL MEDICAL EXPOSURE PROTOCOL

In the event of a Bloodborne Pathogens (skin and/or mucous membrane contact with another person's blood) or other occupational medical exposure* (e.g.; scabies, lice, tuberculosis, etc.), the affected employee should:

- Follow recommended guideline for post-exposure treatment (wash exposed area with soap and warm water or flush mucous membrane)
- Immediately report the exposure incident to supervisor
- Complete any necessary reporting forms as soon as possible
- If the exposure occurs during normal business hours (M-F, 8:30 AM – 4:30 PM), call Middlesex Hospital OCC MED (Occupational Medicine) at **860.358.2750**. Press **Option 6** to schedule to speak with a health-care provider**. Instructions will follow.

If the exposure occurs outside of normal business hours, call OCC MED at **860.358.2750**. Press **Option 0** and ask the operator to speak with the on-call provider. Instructions will follow.

Middlesex Hospital Occupational Medicine is located at 534 Saybrook Road (2nd floor).

***If the exposure also constitutes a medical emergency, the employee should report to Middlesex Hospital Emergency Department.**

****On-call physician or nurse.**